

<b>PTO-1449</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>	<b>ATTY. DOCKET NO.</b> 2685/111446	<b>Serial No.</b> 09/702,306
	<b>APPLICANT - BROWN, et al.</b>	
	<b>FILING DATE -</b> August 23, 1996	<b>Examiner -</b> W. Thomson

### U. S. PATENT DOCUMENTS

EXAMINER INITIAL	PATENT NUMBER	PATENT DATE	NAME	CLASS/SUBCLASS
CM	5,247,347	September 21, 1993	LITTERAL, et al.	358/85

### FOREIGN PATENT DOCUMENTS

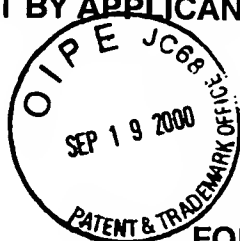
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION	
					YES	NO
CM	2,150,150	5/25/95	Canada	7/15	X	
	2,150,150 (application)	5/25/95	Canada	7/15	X	
	2,116,801	3/2/94	Canada	7/173	X	
CM	2,116,801 (application)	3/2/94	Canada	7/173	X	

### OTHER DOCUMENTS

EXAMINER INITIAL	AUTHOR, TITLE, DATE, PERTINENT PAGES, ETC.
CM	MULTI CALL: Webcall - a real Virtual Call Centre!, November 1995, COMMUNICATIONS LTD

<b>EXAMINER</b> W. Thomson	<b>DATE CONSIDERED</b> 9-23-01
<b>EXAMINER: Initial if citation is considered, whether or not citation is in conformance with M.P.E.P. 609; strike out citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</b>	

**FORM PTO-1449**  
**INFORMATION DISCLOSURE**  
**STATEMENT BY APPLICANT(S)**



Atty Docket No. : 2685/111446  
 Serial No. : 08/702,306  
 Applicants : BROWN et al.  
 Filed : 23 August 1996  
 Group Art Unit : 2758  
 Examiner : D.M. Ovedovitz



**FOREIGN PATENT DOCUMENTS**

Examiner Initial	Document Number	Date	Country	Class/ Subclass	Translation Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<u>WJO</u>	0 633 685	01/11/95	EPO		N/A
<u>WJO</u>	0 740 445	10/30/96	EPO		N/A

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**OTHER DOCUMENTS**

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1. WJO MACPHERSON G: *Why Call Centers Won't Escape the World Wide Web*, BUSINESS COMMUNICATIONS REVIEW, US, HINSDALE, IL, 1 June 1996, pp. 39-41
2. WJO C. LOW: *The Internet Telephony Red Herring*, HP LABORATORIES TECHNICAL REPORT, 15 May 1996, pp. 1-15
3. WJO S. JACOBS et al.: *Filling HTML Forms Simultaneously: CoWeb - Architecture and Functionality*, COMPUTER NETWORKS AND ISDN SYSTEMS, NL, NORTH HOLLAND PUBLISHING, AMSTERDAM, Vol. 28, No. 11, 1 May 1996, pp. 1385-1395
4. WJO B. WAKLER: *Paving the Way for a Paperless Empire*, NETWORK WEEK, GB, APT DATA SERVICES, LONDON, Vol. 1, No. 42, 10 July 1996, pp. 29-30
5. WJO KAUFMAN H.: *Call Centers in Cyberspace*, COMMUNICATIONS NEWS, Vol. 34, No. 7, 1 July 1997, pp. 20-21

EXAMINER

DATE CONSIDERED

William A. Hansen

11-16-00

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Sheet 1 of 4

FORM PTO-1449

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 Filed : 23 August 1996  
 Group Art Unit :  
 Examiner :

## U.S. PATENT DOCUMENTS

Examiner Initial	Patent Number	Patent Date	Name	Class/ Subclass	Filing Date

## FOREIGN PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Country	Class/ Subclass	Translation Yes No

## OTHER DOCUMENTS

(Including Author, Title, Date, Pertinent Pages, Etc.)

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- |   |   |
|---|---|
| <u>AS</u><br><br><br><u>AD</u><br><br><br><u>AS</u> | 1. ASPECT TELECOMMUNICATIONS - Agility™, Aspect Call Center® and Aspect EnterpriseAccess, 2 pp. copyright 1996, 2 pp. copyright 1995<br><br>2. EDIFY CORPORATION, Santa Clara, CA: WHAT IS PAGE CALL™? 1 p.; CyberSpace Meets Computer Telephony - The Voice Enabled Web, 6 pp.<br><br>3. EDIFY CORPORATION, Santa Clara, CA: EDIFY SOLUTIONS, Banking Demo, 1 p.; EDIFY PRODUCTS - About the Electronic Workforce, copyright 1995, 1 p.; EDIFY - The electronic Workforce, What's inside the Electronic Workforce? 2 pp.; Software for Interactive Services, 2 pp.; Customer Service, 3 pp.; Specifications for the Electronic Workforce, 2 pp.; copyright 1995-1996 |
|---|---|

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David H. Carley

2/19/95

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Sheet 2 of 4

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- BB 4. GENESYS TELECOMMUNICATIONS LABORATORIES, INC., Atlanta, 12/5/95 Press Release, 1 page; Genesys Canada Press Release, 2/9/96, 1 page; Advanced Intelligent Internet, 1 page; Corporate Overview, 3 pp.; Product Suite, 1 page; T-Server, 2 pages, Call Router, 3 pages; Call Center Manager, 3 pages; Concentrator, 1 page; SoftPhone, 2 pages
- BO 5. Rockwell International Corp., Downers Grove, IL, 1995: Blending Personal Response with the Internet, by Tony Dezonno and Joe Anderson, 4 pp.
- BO 6. SCOPUS TECHNOLOGY, INC.: WEBTEAM, 1996, 13 pages.
- BO 7. SCOPUS PRODUCTS, 7 pp., 1996 copyright, SCOPUS PRODUCTS OVERVIEW, 3 pp., 1996 copyright
- BO 8. SPANLINK COMMUNICATIONS, Minneapolis, MN: EXTRA-AGENT™, WEBCALL™, 4 pages
- BO 9. AT&T: WebCall™ Schematic, 1996, 1 page; News Release, 4 Dec. 1995: AT&T, Spanlink to provide secur Internet links, 2 pp.
- BO 10. SPANLINK COMMUNICATIONS, Minneapolis, MN: Spanlink Introduces WebCall™ Service Bureau, 2 pp.; WebCall product Info., 1995, 2 pp.

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David M. Rubin

2/1/96

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Sheet 3 of 4

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- PS 12. CALL CENTER Magazine: *Connecting Your Call Center to the Web*, May 1996, 3 pp.
- PS 13. INDIVIDUAL, Inc., Burlington, MA: *Edify and InterLynx Team to Deliver Self-Service Human Resources Solution to Office Depot; Solution to Provide 22,300 employees Self-Service Benefits Enrollment*, 7 April 1995, 2 pp.
- PS 14. INDIVIDUAL, Inc., Burlington, MA: *Promus Hotel Corp. Streamlines Call Center with Computer Telephony Integration from Edify; 300 Reservation Agents to Receive CTI Screen Pop From Edify Software*, 5 July 1995, 2 pp.
- PS 15. INDIVIDUAL, Inc., Burlington, MA: *Aspect Telecommunications Announces Plans to Offer World Wide Web Solutions for Call Centers; New Web Interaction Capabilities for Agility will Transform Call Centers Into Even More Powerful Customer Information Transaction Centers*, 20 September 1995, 2 pp.

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David M. O'Connell2/17/96

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Sheet 4 of 4

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- AS 18. INDIVIDUAL, Inc., Burlington, MA: *ECS Competitive News*, 8/18/95 Phillips Publishing, Inc., 3 pp.

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David M. Taylor2/13/98

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